



LANGUAGE ACCESS PROGRAM

DISTRICT OF COLUMBIA OFFICE OF HUMAN RIGHTS

Reference Guide: Approved Vendors for Translation and Interpretation Services

What you need to know

The government of D.C. has identified, vetted, and engaged three vendors in a citywide contract to provide document translation and in-person interpretation services for D.C. agencies:

- ACSI Translations,
- Multicultural Community Service (MCS), and
- TransPerfect Translation International, Inc.

(Note that interpretation refers to the process of converting *spoken* communication from one language to another, while translation refers to the process of converting *written* communication between languages. For the purposes of Language Access, one of these languages will always be English.)

You can find each vendor's specific offerings and rates below. If you would like to request a service, your Language Access Coordinator or Language Access Point of Contact can provide you with information regarding your agency's procurement process and existing purchase orders.



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Andean Consulting Solutions Inc, ACSI Translations



Contact: Daniela Rincon and Natalia Garcia, Program managers

(202) 599-8456 | production@acsitranslations.com

1200 18th Street NW suite 700, Washington DC 20036

<https://www.acsiconnects.com/>

Interpretation Services: Face-to-Face Interpretation Services: oral interpretation that converts a thought or expression in a source language into an expression with a comparable meaning in a target language either simultaneously in "real time" or consecutively when the speaker pauses after completing one or two sentences.

Translation Services Document Translation Services: rendering text from a source language into a target language while preserving meaning.

Quality Assurance Mechanism: ACSI's Quality Assurance Plan (QAP) for Proposed Language Services has been hand tailored over the years to ensure the highest degree of quality language access in our projects. With more than 40 years combined experience, Team ACSI has developed defined standard operating procedures that include: a 7-Step process for translation projects and a 6-Step process for Face to Face interpreting assignments. Our quality assurance is built on a disciplined process that is measured with customer satisfaction and provides sustained results.



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Multicultural Community Service (MCS)



Contact: Myka Felton, Language Services Director

(202) 299-9477 | mfelton@mcsdc.org

2437 15th Street, NW, Washington, DC 20009

<http://mcsdc.org/>

Interpretation Services

Interpretation is offered in more than 20 languages including simultaneous and consecutive interpretation, conference interpretation and sight translation.

Translation Services:

Translation is offered in more than 20 languages. MCS provides a quick-turn around translations for a variety of documents, such as: legal briefs, brochures, transcripts, intakes, speeches.

Quality Assurance Mechanism: All MCS interpreters complete MCS' 70-hour community interpreter training, are federal or state certified court interpreters, or hold a master's degree in conference interpreting. MCS translators are members of the American Translators Association (ATA) or have a BA or master's degree in translation. All MCS translations are proofread for accuracy and completeness.



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TRANSPERFECT

Transperfect

Contact: Michael Macrina & Julie Jolly

Account Representatives

(202) 347-2300 |

MMacrina@transperfect.com

jjolly@transperfect.com

700 6th street NW, Washington, DC 20001

<https://www.transperfect.com/>

Interpretation Support:

TransPerfect provides interpretation support in over 30 languages. Because different situations call for different styles of interpretation, TransPerfect offers two types of interpretation services on this contract:

Consecutive Interpretation – Ideal for one-on-one conversations and small group meetings, consecutive interpretation is generally bi-directional (i.e. the interpreter waits for the speaker to finish his or her statement before interpreting the language to the other party). No specialized equipment is necessary for this type of assignment.

Simultaneous Interpretation – Most commonly utilized in large conferences and meetings, simultaneous interpretation usually requires special equipment to transmit interpreted speech to a large number of participants. Our state-of-the-art equipment includes wired, wireless, and infrared systems, as well as two- and three-person booths. We have dedicated project managers that tailor our services to meet our clients' specific needs.

Translation Support:

TransPerfect utilizes a rigorously tested network of industry-expert linguists and full-time quality managers to ensure that the work we deliver is second to none. TransPerfect offers multiple levels of service based on client needs, ranging from draft / summary translation up to certified translation, featuring our multi-step translation and review process to ensure the highest level of accuracy and meet the evolving needs of our clients. TransPerfect has the capabilities to provide translation support in over 150 languages.



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Quality Assurance Mechanism:

TransPerfect's quality management system—certified to both ISO 9001:2015 and ISO 17100:2015—dictates best-practice procedures throughout the course of every project. As such, we take the monitoring of our projects and the continuous improvement of our quality and processes very seriously. Regular auditing and evaluation of our linguists is vital to ensuring that we deliver the highest-quality services to our clients, but it is only the first step. At the conclusion of each project, we undergo a thorough evaluation of the production cycle, starting with the linguists and concluding with client billing. As part of this process, we solicit client feedback directly from our clients.

The information is analyzed to identify trends in the performance of the quality in order to determine its overall effectiveness and to identify opportunities for improvement. The quality assurance director is responsible for conducting and coordinating the analysis of data and for reporting results to top management through management reviews.

Specific to linguists, quality performance objectives and the consequences of not meeting those objectives are described below in detail. The Supplier Control Database (SCD) is the primary means by which the performance of external suppliers is monitored. Within the database, a running average of quality scores is kept for each supplier. The SCD also contains a list of CAFs per supplier, as well as the number of jobs performed for TransPerfect.

If a supplier's quality score falls below a certain point, that supplier is marked as restricted in the Supplier Control Database and added to a separate restricted linguist list, never to be used again. Additionally, suppliers may be restricted for reasons other than low quality scores (severity of CAFs, unprofessional behavior, etc.). Suppliers that have been completely restricted cannot be un-restricted.

There are strict penalties for any project manager (PM) who improperly places a project with a restricted linguist.

The performance of full-time production employees is reviewed on an ongoing basis through performance scores, CAFs, and PFFs. The quality performance objectives against which all employees are assessed are set during annual performance reviews.